Phumelela Bandlule Mdluli

Computer Science and Economics Graduate

Contact

P.O. Box 3017,
Manzini, M200, The Kingdom of Eswatini
phumelela009@outlook.com
+(268) 7667 3231

Education

Bachelor of Arts (BA) Degree, *Computer Science & Economics double major*,
Lake Forest College (LFC), *Lake Forest, Illinois, United States of America*, August 2011 – May 2015, 3.73/4.00 GPA

International Baccalaureate (IB) Diploma, IGCSE+HIGCSE Certificates,
Waterford Kamhlaba UWCSA, *Mbabane, Hhohho, The Kingdom of Eswatini*, January 2004 – November 2010

Skills

Programming Languages: C#, C++, C, JavaScript, Java, Objective-C, PHP, Python, SQL
Databases: MySQL, MS Access, MS SQL Server
Tools: .Net/ASP .Net Core, UML, MS Office, Adobe Suite (Photoshop, Illustrator, InDesign), Git, Struts, WordPress, CakePHP, Stata, SPSS, Inkscape, GIMP, Spring (MVC)
Platforms: Windows Desktop (upto win11), Linux (most distros), Windows Server, Linux Server, Mac OS
Networks: Basic IP configuration, Common ports and protocols, Network cabling, Network interface controllers (NICs), Hubs/Bridges/Switches/Wired and Wireless Access Points, TCP/IP model, OSI model, Network Topologies, WAN/LAN/MAN
Others: jQuery, AJAX, XML, Groovy, Clojure, Search Engine Optimization (SEO)

Profile

Bachelor of Arts (BA) graduate, graduated from Lake Forest College (LFC), with a double major in Computer Science and Economics. Completed a four (4) months internship experience as a Software Developer with Roompact (Chicago, IL-USA); completed four (4) months of optional practical training (OPT) as a Systems Analyst (level 1) with the University of Chicago (Chicago, IL-USA); acquired eleven (11) months of financial industry experience as a Graduate Trainee with Nedbank Limited (Mbabane, Eswatini); and acquired four (4) months of ICT industry work experience as a Graduate in Training (GIT) with the Eswatini Revenue Services/ERS (Ezulwini, Eswatini). Has a deep vested interest in Computers, Design, and Economics/Business; aside from completing internship work and seeking fulfilment in CS, Econ, Data Analysis/Science, and other roles, has attempted to create, and manage the brand *New Breed Designs* as a clothing and other merchandise branding design conduit, software development startup, and other entrepreneurial ventures.

Working Experience

Graduate in Training (GIT) - *Eswatini Revenue Services (ERS)*
Ezulwini, Eswatini, January 2022 – May 2022

As a part of the Eswatini Revenue Services (ERS) rotational program, I was briefly placed under the ICT Operations Division as an ICT support personnel and then the Innovations and Development Division as a Systems Analyst. My responsibilities involved:
• Basic systems setup; Windows Desktop, and essential work applications (e.g. Ms Office suite, communication applications, and other enterprise application solutions),
• I received direction to learn about ICT and general organizational policies,
• I attended to a few, minor client calls for system support,
• I learned basic ICT operations procedures for distributing resources,
• I engaged internal clients to capture various systems' business requirements as a part of the software development life cycle (SDLC) for new software projects,
• I was assigned a project/software system, and formally documented that system's requirements as guided by an experienced business analyst (BA). The document was reviewed by myself, the client, and the BA,
• I succeeded requirements gathering with completing my self-directed learning of the ASP. Net Core development stack,
• I started development on the to-be system. I consulted with my line-manager, and had access to the project sponsor for clarification where it was required, or where the system needed refinement. The project was not completed in time due to various factors,
• I participated in various company meetings (organizational, departmental, divisional, and development unit) to better understand ERS business, and to align my work with the organization's long term and short term goals,
• I started to take on the privileged role of secretary for weekly divisional meetings. The main duties include taking meeting proceeding notes and sharing the gathered information with the unit in a timeous manner.

Professional Training

International Computer Driving License (ICDL), *Computer Society South Africa*
Peace, Trade, and Development Program Certificate (PTD), *Middlebury Institute of International Studies (MIIS)*
Eswatini Light Motor-Vehicle Driving License,
Java Essential Training: Objects and APIs, *LinkedIn Learning*,
Java: Practice Unit Testing, *LinkedIn Learning*,
Learninig JDBC, *LinkedIn Learning*,
Learning Java 17, *LinkedIn Learning*,
Learning Java Applications, *LinkedIn Learning*,
Learning Java Enterprise Edition, *LinkedIn Learning*,
Learning NuGet, *LinkedIn Learning*,
Succeeding in DevOps, *LinkedIn Leanring*,
Advanced Web APIs with ASP.Net Core in .Net 6, *LinkedIn Learning*,
Windows Server 2022: Install and Configure Active Directory, *LinkedIn Learning*,
Advanced Linux: The Linux Kernel, *LinkedIn Learning*,
Introduction to Linux, *LinkedIn Learning*,
Javascript Essential Training, *LinkedIn Learning*,
Javascript Security Essentials, *LinkedIn Learning*,
Learning Linux Command Line, *LinkedIn Learning*,
Learning Windows Terminal, *LinkedIn Learning*,
Windows 10 Essential Training, *LinkedIn Learning*,
Windows 10: Administration, *LinkedIn Learning*,
Windows 10 Security, *LinkedIn Learning*,
Windows Server 2019 Essential Training, *LinkedIn Learning*,
Introducing Postman, *LinkedIn Learning*,
Microsoft SQL Server 2019 Essential Training, *LinkedIn Learning*,
Animation Foundations Fundamentals, *LinkedIn Learning*,
Creating a Business Plan, *LinkedIn Learning*,
Entrepreneurship Foundations, *LinkedIn Learning*,

Graduate Trainee – *Nedbank Ltd. Eswatini*
Mbabane, Eswatini, September 2018 – July 2019

As a part of the Nedbank rotational program, I was placed in the credit department (September 2018 – March 2019) to work with credit managers to understand this business unit. My responsibilities involved capturing data within the credit business unit, under credit administration, and learning to perform rudimentary credit analysis or credit worthiness of Nedbank clients seeking banking facilities. Then, I rotated to the Electronic Banking Department (April 2019 – July 2019). This was a part of the rotational program or schedule. I learned to support the day to day operations of the bank's electronic banking systems under the Electronic Banking business unit (under the Technology Shared Services department), including the point of sale devices (POS). Finally, I volunteered my time on weekends and eventually work days, as agreed upon with the Electronic Banking manager to assist the Risk and Compliance Department (June 2019 – July 2019) with a large know your client (kyc) project which became an urgent matter for the bank. The aim of the project was to fulfill anti money laundering (AML) ambitions of the Eswatini Central Bank (ECB).

Systems Analyst/Programmer I – *The University of Chicago*
Hyde Park Campus, Chicago, IL-USA, January 2016 – May 2016

I started a system upgrade project that was handed down to me by my supervisor. I also had to do daily ticket or work order resolution as a common task or responsibility among members of my team. My specific responsibilities involved:
• Attending bi-weekly team meetings to discuss the Identity and Access Management team's, and Information Technology Services (ITS) departmental team projects.
• I was in the process of completing on-boarding tasks and training for the University of Chicago, and ITS' new employees.
• I was in training to handle support requests for ITS' systems, and services.
• I started a project to migrate the department's servers from Red Hat Linux (RHL) 5 to RHL 7.
• Day-to-day tasks included working on previously documented software faults reported through the Information Technology Services (ITS) department's system.

Software Development Intern – *Roompact*
Chicago, Illinois, United States of America, January 2015 – May 2015

I was awarded an internship opportunity to supplement my coursework at Lake Forest College (LFC) and to fulfill my computer science elective coursework. This engagement gave me direct industry experience which I may or would otherwise not receive through regular class scheduling.

My responsibilities involved:
• Working in a small team to learn the day-to-day operations of a start-up.
• Developing a small scale web application using CakePHP notes, and the LAMP stack.
• Learning about web design patterns, and methods of handling server requests to improve user experience.
• Attending daily meetings with the company CEO where we discussed my progress on company projects, and my internship goals.
• Attending all weekly team meetings (following kanban methodologies) where members of the team shared their progress on company projects and solicited feedback and help from other members of the team.
• Using present Roompact data variables, I helped the Roompact team create a performance indicator (KPI), discussed software maintenance, as

Learning Cryptography and Network Security (2015), *LinkedIn Learning*,
Learning Groovy, *LinkedIn Learning*,
Learning Security Frameworks, *LinkedIn Learning*,
Security Testing Essential Training, *LinkedIn Learning*,
Setting Up a Red Hat Enterprise Linux Server, *LinkedIn Learning*,
Linux: Kernels and Logging for System Administration, *LinkedIn Learning*,
SEO Foundations, *LinkedIn Learning*,
Spring: Spring MVC (2018), *LinkedIn Learning*,
Learning the Javascript Language, *LinkedIn Learning*,
PHP Design Patterns, *LinkedIn Learning*,
Objective-C Certificate, *Lynda.com*

Honors

Phi Beta Kappa, *Academic Honors Society*, May 2015 – Present
United World College Scholarship, July 2011- May 2015
Lake Forest College Global Enrichment Scholarship, July 2011 – May 2015
Lorna Pfaelzer Annual Scholarship, July 2012 – May 2015
Omicron Delta Epsilon (ODE), *Economics Honors Society*, May 2014 – Present

Volunteer Experience

Gates Day of Service Volunteer – *Lake Forest College Community Service Program, N*. Chicago, IL USA
Shewula Community Service, Vision & Hearing Community Service, Construction Community Service – *WK UWCSA Community Service Program*, Eswatini

well as software improvement goals of the firm.

Student Worker – *Lake Forest College*
555 North Sheridan Road, Lake Forest, IL-USA, May 2014 – August 2014, and January 2013 – May 2015

As a part of my scholarship award to study in the USA, I was awarded work study privileges which allowed me to work on campus while I pursued my professional undergraduate BA qualification. One of my assignments was as a Research Fellow (Summer Job, May 2014 – August 2014). My responsibilities there were:
• Reviewing research papers in education with a focus on Language and Historical Literacy.
• Presenting summaries of the readings at weekly meetings with supervisor, Richter scholars, and other research fellows.
• Research fellows were tasked with using readings, lectures, and group meetings to develop a clear understanding of the relationship between language, historical literacies, identity, and civic engagement and to identify factors which influence civic engagement among students.
• I helped to develop Language and Historical Literacy project materials (surveys).
• I helped to determine how students become active historians in the classroom, and identified ways in which students become more engaged in helping their communities.

I was also awarded the role of a *Web Development Manager*. I initially took on this role as an enrolled student between January 2013 and May 2015. Later, I volunteered as a graduate of the college under optional practical training (OPT) between May 2015 and December 2015, prior to being engaged by the University of Chicago. In the role of a web development manager I managed two WordPress content management systems (CMS). My specific responsibilities involved:
• Editing web content,
• Working in a team to create a child theme, and to create project themes.
• Searching for and installing plugins on the website to provide requested website functionality and to support existing website functions.
• Managing the organization's server account by using just host management panel to monitor account statistics, manage payments in order to keep the account current and liaise with just host customer services to troubleshoot account issues.

I was also awarded the role of a *front desk assistant* under *the office of Inter-cultural Relations* (August 2011 – May 2012). There I performed miscellaneous office work delegated to an office assistant or student worker. My responsibilities involved:
• Performing general photocopying of sensitive documents as requested by my supervisor.
• Answering, transferring and recording calls coming into the office.
• Receiving office guests at the front-desk, and directed them to the right personnel within the office.

During my time as a student worker, I was also given the responsibility of being a *Resident Assistant* (August 2012 – December 2015). Here I performed various duties delegated to the Resident Assistant as a core member of the department of residence life team. My responsibilities involved:
• Serving as an on-call residence life representative, ensuring a safe living environment for residents.
• Collaborating with student staff, professional staff, and college faculty members to deliver social, and educational programs, thus encouraging more residents to socialize and explore learning experiences outside the

classroom.
• Supervising, and mentoring other students within the residence halls to try to ensure a stronger community, and that residents are happier in their environment.

Finally, as a student worker at Lake Forest College, I was given the role of *office assistant* for *the department of communications and marketing* (August 2011 – August 2012). Here I performed miscellaneous tasks delegated to the student worker. My responsibilities involved:
• Editing the college catalog online, gaining new experience using CSS2 and Live whale content management system (CMS).
• Editing college news blurbs that end up on the college website, to ensure that the college better communicates its message.
• Photographing on-campus events to help convey student life at Lake Forest College.
• Performing miscellaneous office tasks such as editing spreadsheets, and mapping the college on google maps to assist other members within the department with their day to day tasks.